

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

MODIFICATION OF SERVICE
PERFORMANCE MEASUREMENT PLAN

Docket No. PI2021-3

**UNITED STATES POSTAL SERVICE NOTICE OF FILING CHANGES TO SERVICE
PERFORMANCE MEASUREMENT PLAN DOCUMENT**

(August 31, 2021)

Pursuant to 39 C.F.R. § 3055.5, the United States Postal Service (Postal Service) hereby notifies the Postal Regulatory Commission (Commission) of changes to the Postal Service's service performance measurement (SPM) Plan document. The Postal Service's SPM Plan summarizes the current state of the Postal Service's SPM system. The Postal Service intends for its internal SPM systems to be accurate, reliable, and representative. The SPM Plan and resulting SPM data are expected to provide the Commission with the ability to perform its responsibilities with a high degree of confidence and to reasonably inform the public regarding the quality of service provided to market-dominant products.

The two material changes to the SPM Plan are: (A) the addition of reporting for Three-Day, Four-Day, and Five-Day service standards for First-Class Mail in place of just the Three-To-Five-Day service standard to align with the upcoming service standard changes taking effect on October 1, 2021, that the Postal Service described in Docket No. N2021-1 and adopted in its final rule published on August 11, 2021;¹ and (B) the replacement of certain references to external SPM with internal SPM, consistent

¹ Revised Service Standards for Market-Dominant Mail Products, 86 Fed. Reg. 43941 (Aug. 11, 2021) (to be codified at 39 C.F.R. pt. 121).

with Order No. 5576.² The above two changes and other minor revisions, including word choice and grammar, are identified in the revised version of the internal SPM Plan (in both “clean” (blackline) and redline formats) included in Postal Service Library Reference USPS LR-PI2021-3-1, which is being filed in conjunction with this Request.

INTRODUCTION

The Postal Service is required to establish modern service standards for its market-dominant mail products and to design these standards to provide a system of objective performance measurements for each market-dominant product as a basis for measurement of Postal Service performance. Section 3691 of Title 39, U.S. Code directs the Postal Service, in consultation with the Commission, to provide “a system of objective external performance measurements for each market-dominant product as a basis for measurement of Postal Service performance.”³ Commission regulations direct the Postal Service to “file notice with the Commission describing all changes to measurement systems, service standards, service goals or reporting methodologies, including the use of proxies for reporting service performance, 30 days prior to planned implementation.”⁴ These changes to the SPM Plan are intended to provide clarification and update the language of the document.

A. Revisions to the SPM Plan Align with the Postal Service’ Service Standard Changes to First-Class Mail

The Postal Service has revised the reporting for First-Class Mail to align with the upcoming service standard changes that the Commission reviewed in Docket No.

² PRC Order No. 5576, Order Granting Request and Approving Use of Internal Service Performance Measurement System, PRC Docket No. PI2019-1 (July 1, 2020).

³ 39 U.S.C. § 3691(b)(1)(D).

⁴ 39 C.F.R. § 3055.5.

N2021-1 and that the Postal Service adopted in its final rule published on August 11, 2021.⁵ Specifically, the Postal Service added reporting for Three-Day, Four-Day, and Five-Day service standards for First-Class Mail for each postal District in place of just the combined Three-To-Five-Day service standard. This change will allow the Postal Service to measure and report out on the anticipated mail volume that will be categorized in each of the Three-Day, Four-Day, and Five-Day service standards.

B. The Revised SPM Plan is Consistent with Order No. 5576

In Order No. 5576, the Commission granted the Postal Service's request to allow the Postal Service to use internal SPM as the official system of measurement and reporting for particular Single-Piece First-Class Mail International—Outbound Letters and Flats, Single-Piece First-Class Mail International—Inbound Letters and Flats, and the Green Card option of the Return Receipt service.⁶ The Postal Service has revised its SPM Plan to account for these changes.

CONCLUSION

The Postal Service's changes to its SPM Plan are intended to provide clarification and update the language of the document. The Postal Service expects that these changes will produce accurate, reliable, and more representative measurement of service performance.

⁵ Revised Service Standards for Market-Dominant Mail Products, 86 Fed. Reg. 43941 (Aug. 11, 2021) (to be codified at 39 C.F.R. pt. 121).

⁶ PRC Order No. 5576, Order Granting Request and Approving Use of Internal Service Performance Measurement System, PRC Docket No. PI2019-1 (July 1, 2020).

Respectfully submitted,

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